

## FOREWORD

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Nowadays organizations are operating in an environment of constant changes and ever-increasing expectations from the community. There are new demands on its output quality and social responsibilities. To ensure its sustainable development under such an environment an organization needs to build, keep and maintain its talent and be innovative. In particular, the opportunity for young people to grow and move upwards is important. New business models and management systems are required, new regulations and guidelines need to be followed.

This book identifies the desired services to be offered to the youth community and strategies to encourage, develop and assess community enhancement projects which promote wellness and happiness. It also gives a comprehensive presentation of the latest operation technology, quality management standards, and social responsibility guidelines. Case studies to illustrate issues relating to their applicability were made on a Japanese style bakery shop, and in the cosmetic retail industry.

The material covered in this book should provide educators, industry practitioners and policymakers good exposures on the issues involved. It will be a useful reference for those who wish to enhance their organization's quality operating system.

*Danny Wong, Ph.D.  
Professor Emeritus, The Open University of Hong Kong*